**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: February 2024**

|  |  |  |  |
| --- | --- | --- | --- |
| **Q1** | **We would like you to think about your recent experience of our service.****How likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?** | Very Good | **537** |
| Good | **152** |
| Neither  | **20** |
| Poor | **8** |
| Very Poor | **6** |
| Don’t Know | **1** |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?**Seen promptly. Doctor explained everything clearly Excellent communication and support from GP Ontime appointment, lovely nurse, wish i was 25 again. Thank you Very pleasant informative nurse who explained everything very well and effectively Had to wait 15 mins. Not able to answer not on line. But very good. Saw Asthma nurse today, she is so kind and helpful and a wealth of information I attended to see one of the nurses for a blood test, which was carried out promptly and professionally everything that you could expectMy doctor was very thorough and explained everything to me which gave me peace of mind.Was made to feel comfortable from start to finish. Everything was explained to me wasn’t rushed at allI have not had any problems with my surgery or the staff there I was given an emergency apt following a surgical procedure at a London Hospital the day before, the nurse sorted out my problem, spotted another issue and resolved it. I was also given a follow-up appointment for the next week, excellent!A brilliant, caring doctor who listens &; remembers your previous medical history Seen promptly. The nurse practitioner was professional, explained the issues and dealt quickly with what was needed.Friendly, empathetic, informative. Gave me straightforward information which helped and answered my queries.I had forgotten paperwork for my appointment so rebooked me for a convenient time after getting it. Very helpful receptionist. Nurse very smiley I made an appointment with a specific nurse as I am nervous about needles but she was not available. But the nurse who did the blood test was very kind, patient and professionalAlways polite and reassuring. A very well liked local practice As always I have found the experience and staff very pleasant. Couldn't be better Again, amazing receptionist taking care to get both myself and my son seen by a lovely kind and caring Doctor who provided treatment and reassurance Amazing amazing receptionist ls and fantastic nurse, gave suitable appointments, care and treatment for two of my children within 4hours of initial call. Cannot thank them enough.Never had any issues, because we are all in this together. Everyone needs to take a step back and breath. The staff are doing a job, as best they can, dealing with 'clients' that can be damned rude and obstinate. A bit of respect for the staff is required.I have a complex medical history, with multiple illnesses and disabilities. I had 3 appointments today 1 telephone appointment with my GP& 2 nurses appointments. All 3 different appointments, for 3 different reasons were carried out by 1 GP & 2 separate nurses .All 3 were so helpful, supportive and caring that they restored some confidence back into me, after having albeit completely broken from my last hospital appointment. So thank you Burnham Surgery especially the nurses team who are a huge credit to the service and their families and colleagues and to themselves. Thank you The first doctor I saw for my first general check up was really nice and helpful. The staff at front desk were super helpful and got me booked in for an appointment really quickly. The doctor that I saw for a more detailed check was also extremely efficient and helpful They are the Best surgery in Essex Very informative also very clear and seen within a short time of the allotted appointment time very pleased.Just brilliant service throughout all the staff are just so helpful doctors are amazing 5 star  |